

MUSC FACULTY SENATE

MEETING MINUTES

August 13, 2019, 7:45-9:00 am
Gazes Auditorium, Room 125
Strom Thurmond Building

1. Call to Order (*Kristi Helke, DVM, PhD, President*) 7:45 AM
2. President's Report:
 - Dr. Helke posed a query regarding which Senators had not received results of the Press Ganey survey in their departments; several hands were raised. Dr. Helke will follow up on this.
 - Dr. Helke requested agenda items for the Faculty Senate Executive Committee's meeting with the Provost occurring on 8/15/2019.
 - Dr. Darlene Shaw will be presenting on the University's new strategic plan at the September Faculty Senate meeting.
 - The current plan is for the new policy software that will house an electronic faculty handbook will be in place in the next six to 12 months.
 - The Faculty Convocation is on 8/20/2019 at 4:00 PM in the Drug Discovery Building.
 - There is an ongoing search for a university Vice President of Institutional Advancement.
 - The Provost-sponsored Faculty Equity Study in COM found no disparities in the Division of Pulmonary and Critical Care Medicine. The study will be continued in other departments and then will be extended to include all colleges.
 - Elections for Faculty Senators will be coming up in September and new Chairs will be sought for the Communication and Education, Faculty and Institutional Relations, and Institutional Advancement Committees. Someone will also need to be identified to champion the Faculty Senate newsletter.
 - There are new policies from the Provost's Office that are both under discussion and have not yet been approved:
 - Policy for English proficiency for new faculty that will be teaching and graduate assistants.
 - Policy for employee involvement in entrepreneurial activities and commercialization of discoveries. The policy will be voted on the by the Faculty Senate.
3. Invited Presentation: *Lt. Bryan Wood, Emergency Manager*; Disaster Planning
 - Provided a historical overview of hurricanes.
 - The category of the hurricane is less important than the speed of the wind and rainfall.
 - It is important to know which zone you are in.
 - Resources for preparing your family for a storm:
 - Flash.org/hurricanestrong
 - Ready.gov
 - SCEMD
 - MUSC Alert
 - Zello

4. Committee Reports

- Communication and Education (*Titus Reaves, PhD*):
 - A survey was sent out to the Committee for upcoming town halls.
- Governance (*Michelle Nichols, PhD, RN*):
 - Senator nominations will be open after Labor Day.
 - The Constitution and Bylaws will be sent out this week to Senators for a 30-day review.
- Faculty and Institutional Relations (*Heather Holmes, MLIS, AHIP*):
 - Two sections of the faculty handbook will need to be voted on at the next senate meeting, therefore, we need quorum. If you cannot make it, please designate an alternate to vote in your stead.
- Institutional Advancement (*James McElligott, MD, MSCR*):
 - Nothing to report.

5. Electoral Unit Reports

- Academic Affairs Faculty (*Lynn Veatch, PhD*):
 - Nothing to report.
- Dental Medicine (*Kimberly Patterson, DDS, MS*):
 - CDM welcomes new faculty hires.
 - The *Scientist* magazine published a feature of CDM faculty's work.
 - A faculty retreat will occur on 8/19/2019.
 - On 9/27/2019, CDM will be hosting an event in North Charleston focused on special dental healthcare needs, headed by Dr. Michelle Ziegler.
- Health Professions (*David Fitzgerald, PhD, CCP, MPH*):
 - CHP recently hired an instructional designer, which is a brand-new position.
 - A new search committee has been initiated for a new Education Instruction Design Manager.
- Medicine: Basic Science (*Michael Schmidt, PhD*):
 - For the meeting with the COM Dean, questions were solicited from COM BS faculty which were then discussed at the quarterly meeting and Dr. DuBois agreed to help obtain the consultant's report from Dr. Cawley.
- Medicine: Clinical Science (*Frampton Gwynette, MD*):
 - Nothing to report.
- Nursing (*Sarah Miller, PhD, RN*):
 - Four new faculty members have been hired.
 - Dr. Teresa Kelechi has been selected for the position of the Assistant Dean of Research.
- Pharmacy (*Craig Beeson, PhD*):
 - Nothing to report.

6. Apple Tree, *Melissa Hortman, EdD*:

- Focus on short, 15-minute webinars and having recordings of the sessions.

7. New Business

- Dr. Tese Stephens announced a large clinician and resiliency burnout study awarded by Duke.

- Dr. Schmidt announced an opportunity for funding an Alzheimer's Disease research.
8. Invited Presentation: *Elizabeth Mack, M.D., M.S., University Ombudsman*
 - Dr. Mack gave a synopsis of the cases brought to the ombuds in the past year.
(See presentation attached).
 9. Adjourned

**Minutes submitted by Emily Gottfried, PhD, Faculty Senate Secretary.*



Ombuds report

8/13/19

Overview

- ▶ Basics
- ▶ IOA
- ▶ What ombuds can do
- ▶ What ombuds can't do
- ▶ FY19 summary



Basics

What is an ombudsperson (aka ombuds or ombudsman)?

An ombudsperson is a neutral person who can assist in resolving concerns and disputes in an informal, confidential, impartial manner. We support individuals and groups, optimize the effectiveness of University programs and services, and enhance the safety culture and learning environment at MUSC.

How does the Ombuds handle issues brought by faculty?

This program provides a safe and confidential place for you to seek information, discuss concerns and disputes, explore your options, and identify helpful resources that may be available to you. The Office's goal is to offer constructive strategies to deal with challenging situations. We utilize listening, coaching, informal consulting, facilitated meetings with other parties, shuttle diplomacy, and referrals to other existing services.

Who can use the MUSC faculty ombuds program?

The Ombuds program is offered as a no-charge service to MUSC faculty.

- ▶ <https://education.musc.edu/leadership/provost/reporting-units/ombudsman/frequently-asked-questions>



What ombuds can do

- ▶ Listen
- ▶ Validate
- ▶ Shuttle diplomacy
- ▶ Contact with resources
- ▶ Informal inquiry
- ▶ Conflict coaching
- ▶ Facilitated discussion
- ▶ Training
- ▶ Maintain confidentiality



What ombuds cannot do

- ▶ Legal advice
- ▶ Psychological counseling



FY19 based on IOA uniform reporting categories

- ▶ 17 cases, average 3h/case
- ▶ Average duration: 16.8 days; median 3d
- ▶ Most utilization by COM
- ▶ All either self-referred or referred by colleague
- ▶ Common themes:
 - ▶ Respect
 - ▶ Equitable treatment
 - ▶ Bullying
 - ▶ Organizational climate
 - ▶ Use of positional power/authority
 - ▶ Work-life balance, stress
 - ▶ Values/culture
- ▶ Common impact:
 - ▶ Lower morale, job satisfaction, sleep, anxiety
 - ▶ turnover
- ▶ Common triggers:
 - ▶ Resignation
 - ▶ Position ambiguity



Unsolicited thoughts 😊

- ▶ Culture assessment
- ▶ 360 evals → insight
- ▶ Don't underestimate the power of one toxic person
- ▶ Don't be conflict averse; address issues early
- ▶ Embrace the power of respect, kindness!
- ▶ Evaluate professionalism
- ▶ Remember everyone has something going on
- ▶ Key resources: legal, title IX, OGE, compliance, patient safety, diversity/inclusion

